

# MSF Report

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MSF Exercise: 05 August 2019 - 06 August 2019



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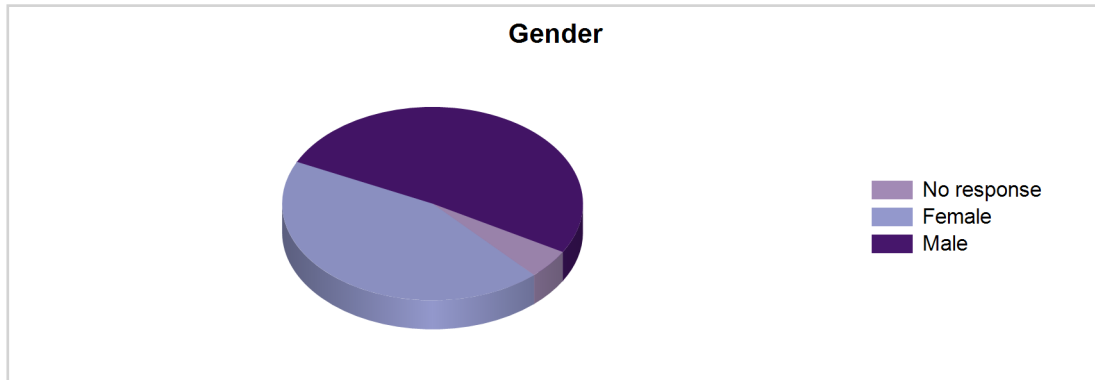
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# 1 Patient Feedback

## 1.1 SAMPLE INFORMATION

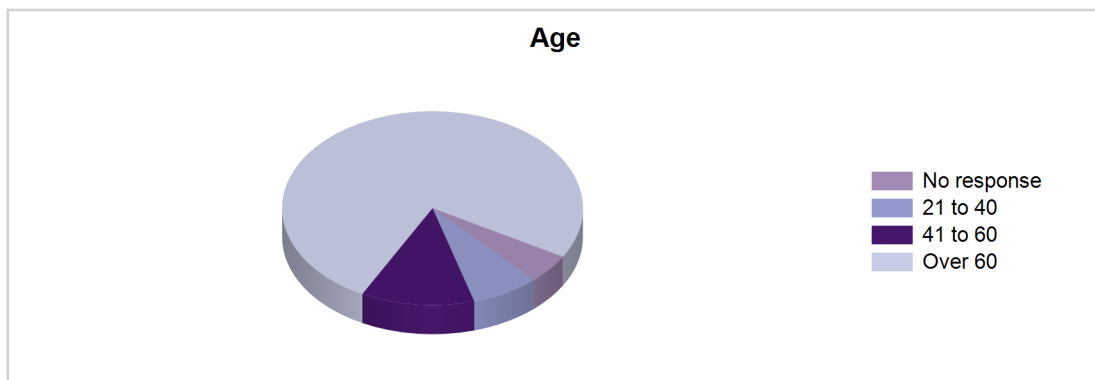
Your patient feedback is based on responses from 41 patients with the following characteristics:

### 1.1.1 GENDER



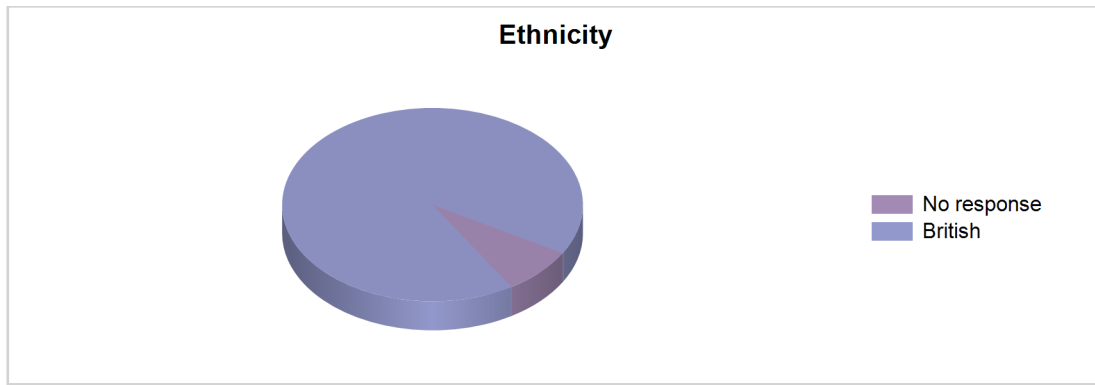
Gender	Count	Percentage
No response	2	5%
Female	18	44%
Male	21	51%

### 1.1.2 AGE



Age	Count	Percentage
No response	2	5%
21 to 40	3	7%
41 to 60	5	12%
Over 60	31	76%

### 1.1.3 ETHNICITY

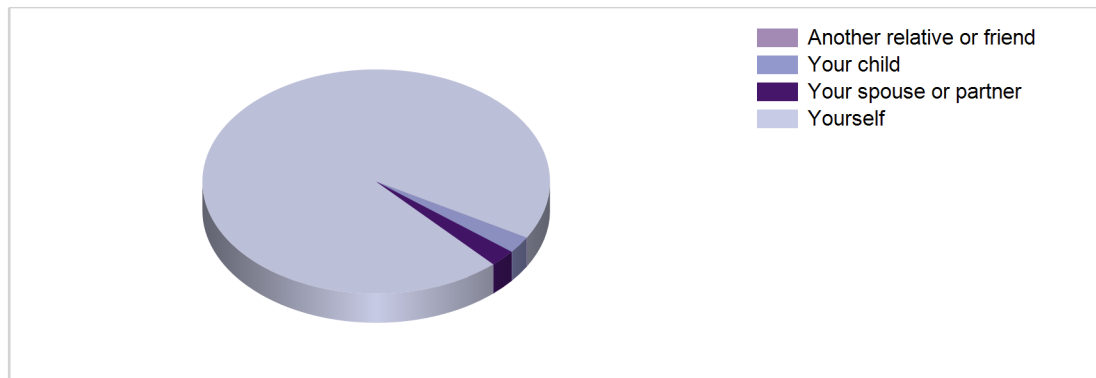


Please note: to maintain anonymity of participants, if there are less than 3 responses in any category for this question, that category is not reported.

Ethnic group	Cultural background	Count	Percentage
No response	No response	3	8%
White	British	35	92%

## 1.2 FEEDBACK DATA (inc. self assessment)

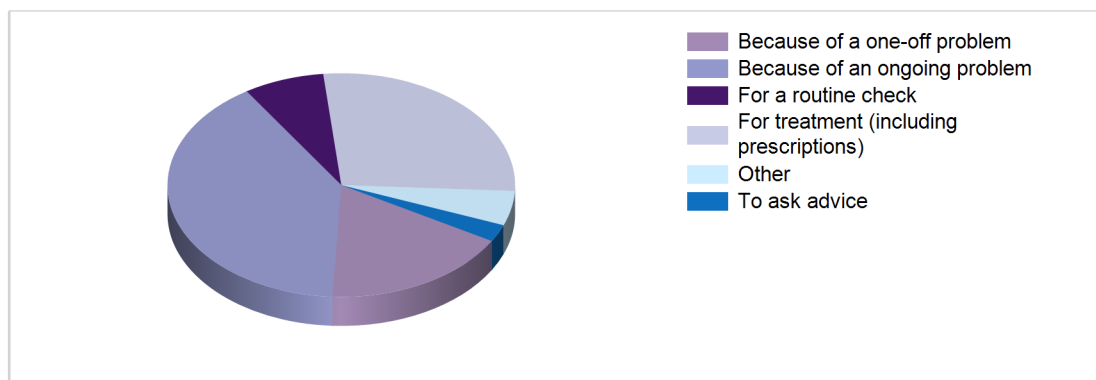
### 1.2.1 Question: Are you filling in this questionnaire for:



Answer	Count	Percentage
Your child	1	2%
Your spouse or partner	1	2%
Yourself	39	95%

### 1.2.2 Question: Which of the following best describes the reason you saw the doctor today?

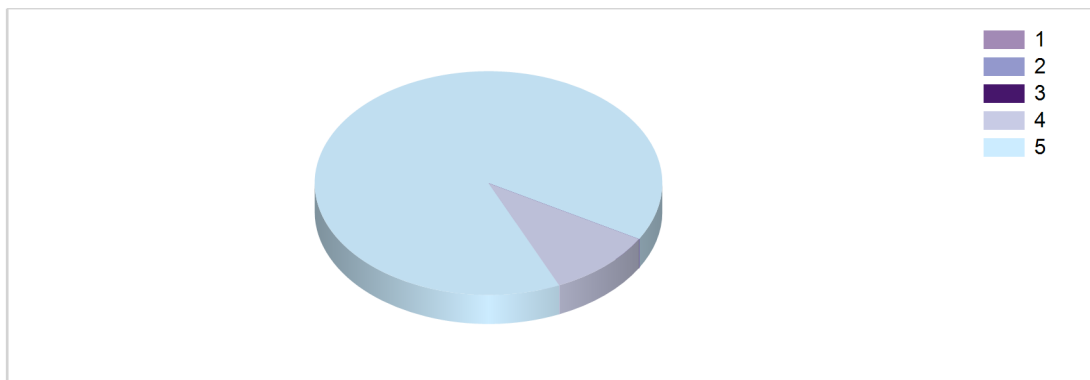
Description: Please tick all boxes that apply



Answer	Count	Percentage
Because of a one-off problem	7	18%
Because of an ongoing problem	16	40%
For a routine check	3	8%
For treatment (including prescriptions)	11	28%
Other	2	5%
To ask advice	1	3%

1.2.3 Question: On a scale of 1 to 5, how important to your health and wellbeing was your reason for visiting the doctor today?

Description: 1= Not very important 5= Very important



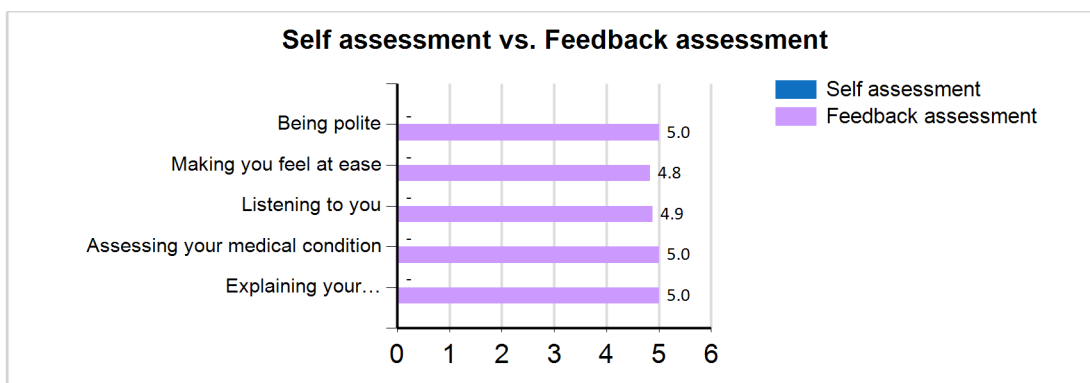
Answer	Count	Percentage
4	4	10%
5	36	90%

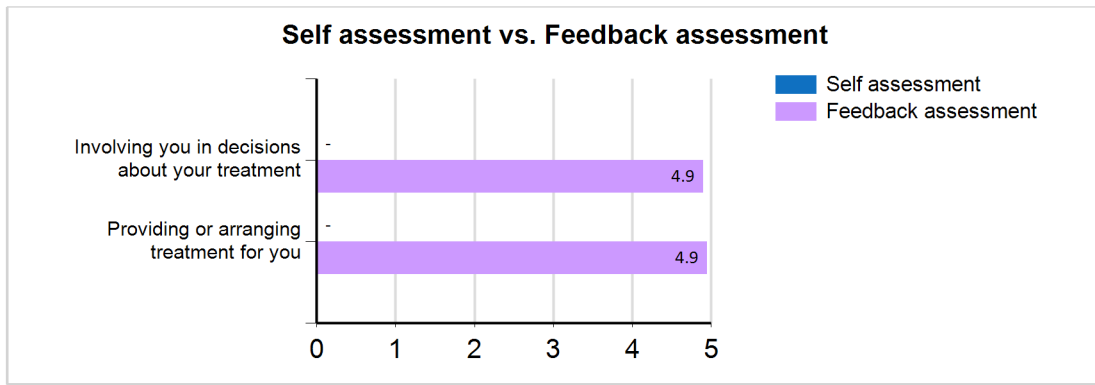
1.2.4 Question: How good was your doctor today at each of the following?

Description: Please select one box in each line

#### SELF ASSESSMENT vs. FEEDBACK ASSESSMENT

##### Evaluation question ratings and scores





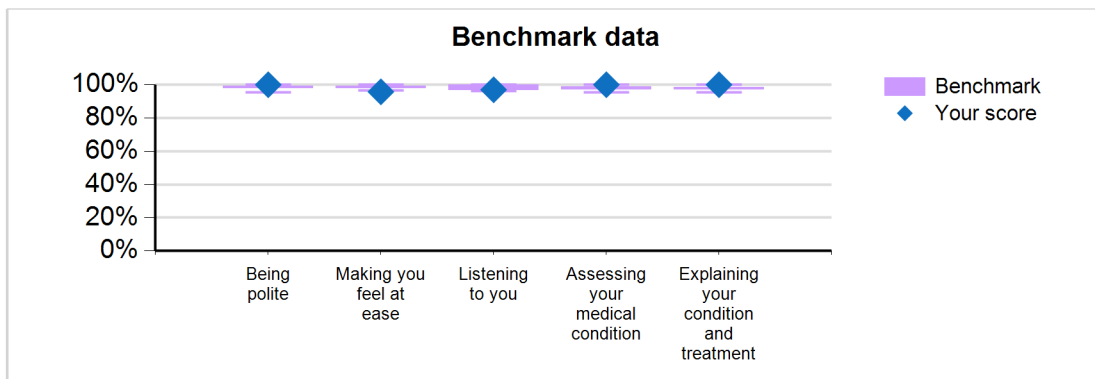
**BENCHMARK DATA**

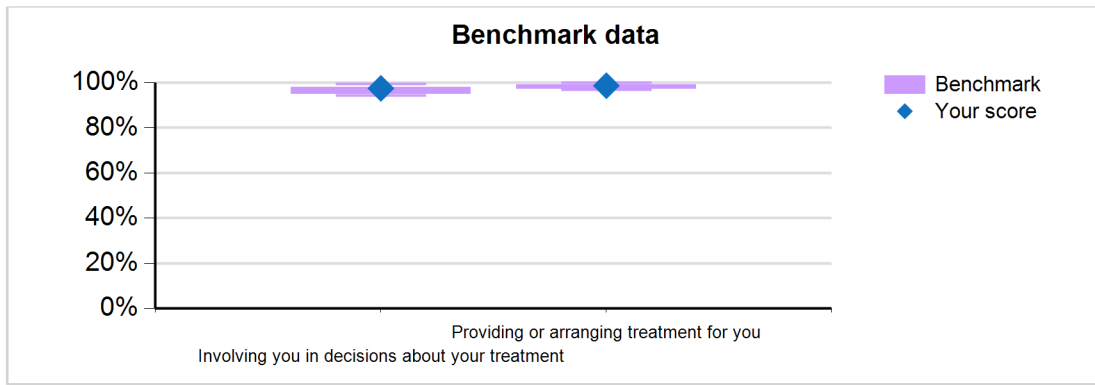
Evaluation question ratings and scores

	Mean score (%)	Benchmark data (%)				
		Min	Lower quartile	Median	Upper quartile	Max
<b>Being polite</b>	100.0%	95.5%	97.7%	99.0%	99.3%	100.0%
<b>Making you feel at ease</b>	95.7%	96.6%	97.7%	98.9%	99.4%	100.0%
<b>Listening to you</b>	97.0%	96.1%	96.6%	99.1%	100.0%	100.0%
<b>Assessing your medical condition</b>	100.0%	95.5%	96.9%	98.3%	98.8%	100.0%
<b>Explaining your condition and treatment</b>	100.0%	95.5%	96.9%	98.4%	98.5%	100.0%
<b>Involving you in decisions about your treatment</b>	97.5%	94.4%	95.0%	97.5%	98.1%	99.4%
<b>Providing or arranging treatment for you</b>	98.7%	96.9%	97.3%	98.6%	99.2%	100.0%

- Your mean score for this question falls in the highest 25% of all means
- Your mean score for this question falls in the middle 50% of all means
- Your mean score for this question falls in the lowest 25% of all means

- insufficient number of responses to generate score





1.2.5 Question: Please decide how strongly you agree or disagree with the following statements by selecting one box in each line

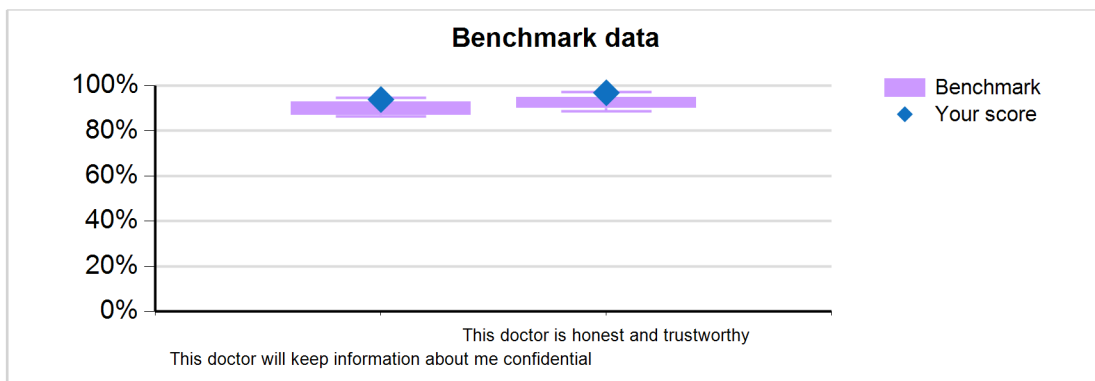
**BENCHMARK DATA**

**Evaluation question ratings and scores**

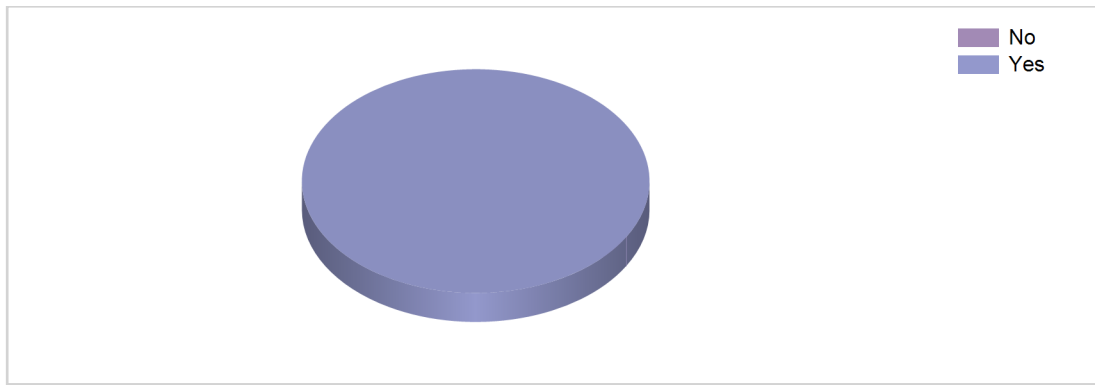
	Mean score (%)	Benchmark data (%)				
		Min	Lower quartile	Median	Upper quartile	Max
<b>This doctor will keep information about me confidential</b>	93.9%	86.3%	86.9%	91.6%	92.9%	94.7%
<b>This doctor is honest and trustworthy</b>	96.9%	88.6%	90.0%	94.3%	94.9%	97.1%

- Your mean score for this question falls in the highest 25% of all means
- Your mean score for this question falls in the middle 50% of all means
- Your mean score for this question falls in the lowest 25% of all means

- insufficient number of responses to generate score

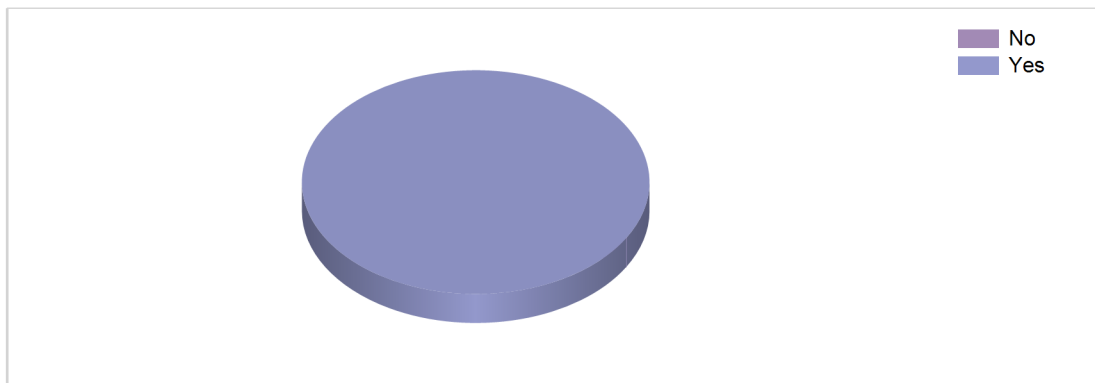


1.2.6 Question: I am confident about this doctor's ability to provide care



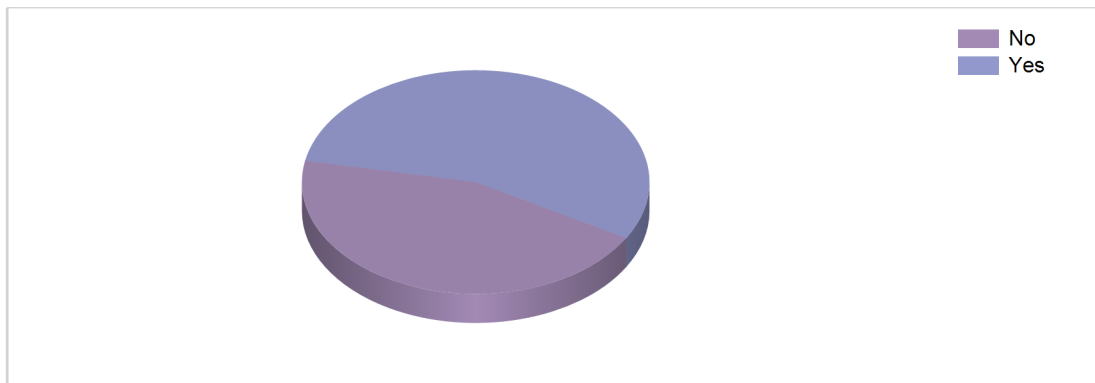
Answer	Count	Percentage
Yes	41	100%

1.2.7 Question: I would be completely happy to see this doctor again



Answer	Count	Percentage
Yes	41	100%

1.2.8 Question: Was this visit with your usual doctor?



Answer	Count	Percentage
No	17	45%
Yes	21	55%

1.2.9 Question: Please add any other comments you want to make about this doctor.

Description: Please note: No patients will be identified when this information is given to the doctor.



- Has outstanding care and compassion. The best professional expertise and exceptional passion for his patients. Has a very good manner. A truly remarkable doctor who one can respect and truly trust.
- Dr Morgan took time to explain everything to me and was concerned I understood and was not frightened.
- Extremely helpful and reassuring.
- Mr Morgan was very helpful and made me feel very comfortable. I was very impressed with how "thorough" he was with information.
- Mr Morgan is an excellent Consultant and I trust his judgement implicitly
- very thorough and helpful
- Attentive and informative this visit
- a bit formal - but did inspire confidence, and was polite and respectful
- Excellent in all respects - brilliant surgeon. Kind, friendly and most reassuring.
- I haven't seen Dr Morgan since my bowel surgery and sign off October 2017. Brilliant surgery!
- I was very satisfied with the treatment/surgery and after care provided by Mr Morgan.
- Not a doctor you can just chat too but excellent at his job
- A amazing man, total credit in every aspect of the medical profession.
- I have had 100% confidence in Mr Morgan throughout my treatment
- very nice. Made me feel at ease
- from start to finish very well informed explained everything in detail to put me at ease, may I say I was very grateful for this!
- excellent surgical skills. I felt very confident that under the care of Mr Morgan all would end well.
- a great asset to the patient with "Consel" to is very friendly and has a great deal of skill with my "Consel" if not for his perseverance I would not be here. Please thank him for my treatment. Smashing.
- Mr Morgan saved my life. he made me feel confident that he would do his very best for me - no merely going through the motions DESPITE my advanced years. I would recommend him to anyone. God bless him.
- Very professional, caring and confident "does what he says on the tin" = superb!
- I have the utmost praise for the level of care, the clear explanations provided during our meetings and the high level of professionalism that Mr Morgan provided me.
- I owe my life this gentleman and he made me feel at ease at a time when I was probably in most danger.

## 2 Colleague Feedback

Colleague feedback is not available for this report.

## 3 Explanatory Materials

### 3.1. CALCULATING SELF ASSESSMENT SCORES

To calculate the self assessment score for a question, each response is converted to a numerical value. The self assessment score is the numerical value of the corresponding response to the question.

For example: 1=Poor, 2=Less than satisfactory, 3=Satisfactory, 4=Good, 5=Very good

### 3.2. CALCULATING FEEDBACK ASSESSMENT (MEAN) SCORES

To calculate the mean score for a question, each response is converted to a numerical value. The sum of the numerical values for each response is then divided by the total number of responses received.

So if  $\mathbf{v}$  is the series of converted numerical values corresponding to the responses to a question and  $\mathbf{n}$  is the number of responses and  $\mathbf{v(i)}$  is value of the  $i$ th response, then the formula for the mean scores is:

$$\text{Mean score} = \left( \sum_{i=1}^n v(i) \right) / n$$

*Nb: The responses Don't know and Does not apply are not included in the mean score calculation.*

### 3.3. CALCULATING MEAN PERCENTAGE SCORES

The mean percentage score represents the average scored on the question as a percentage.

To calculate the mean percentage score for a question, each response is converted to a numerical value on a scale of **0 to (Max - 1)** - where **Max** is the highest possible score that can be scored on the question (5 in this example)

We sum up these numerical values, and divide it by the maximum possible score that could be achieved for all the response, and multiply it by 100 to get a percentage.

So, given

- $\mathbf{v}$  is the series of responses
- $\mathbf{n}$  is the number of responses received
- **Max** is the maximum that can be scored in the question (in this example, 5)
- $\mathbf{v(i)}$  is the value of the  $i$ th response converted to a scale of **0 to (Max - 1)**. This is done by subtracting 1 from the response value

$$\text{Mean percentage score} = \left( \left( \sum_{i=1}^n v(i) \right) / n \times (\text{Max} - 1) \right) \times 100$$

*Nb: The responses Don't know and Does not apply are not included in the mean percentage score calculation.*

### 3.4. CALCULATING BENCHMARK DATA

All responses from within the Trust that have been submitted within twelve months of the MSF completing and obtained using the same questionnaire are considered for this report. Benchmark data is only calculated when there are at least four appraisees with responses for the same question from across the trust.

The mean percentage score for the appraiser is presented alongside the maximum and minimum mean percentage scores of all appraisees across the trust for the same question. This range is further divided into quartile bands. The appraiser's score is highlighted to help identify the band their score fits into.

### 3.5. QUARTILE BANDS

The quartile bands are calculated such that 25% of responses fall between the upper and lower values of each band. To calculate the quartile boundaries, we calculate the 25th, 50th (Median) and 75th percentiles. First, the mean percentage scores for the question from all doctors who have surveys containing the question are ordered. Next the position of each quartile is estimated by multiplying the number of responses by 0.25, 0.5 and 0.75 (corresponding to 25th, 50th and 75th percentiles). If the resulting number for each of the quartile is an integer, then the quartile value is the value in position  $v(i)$  where  $v$  is the set of values and  $i$  is the integer part of the previously estimated position.

However, if the estimated position is not an integer, then the quartile value is calculated by adding the values  $v(i)$  and  $v(i + 1)$  and then dividing them by two.

$$(v(i) + v(i + 1))/2$$

Where  $i$  is the integer part of the estimated position and  $v$  is the ordered set of converted numerical response values.